

## **Pilot Health, LLC**

### **Response to Case Management Program Evaluation April 2011**

#### **RECOMMENDATION #1:**

**“Pilot Health should provide training, enhance its supervision practices and/or more closely monitor the quality and completeness of its initial comprehensive assessments to ensure that clients’ social environments and their community participation are comprehensively assessed.”**

Pilot Health will develop and present additional training on April 11, 2012. Following the additional training, the Program Director will review new and recently completed Initial Intakes with each Care Coordinator during supervision and will document reviews in Pilot Health Supervision Notes and Pilot Health Quality Assurance Records.

#### **RECOMMENDATION #2:**

**“Pilot Health should review its policy and practice regarding developing care plans, provide training, enhance its supervision practices and/or more closely monitor the quality and completeness of its care plans to ensure that all care plans:**

- 1. Contain client specific, measurable objectives and goals with timeframes**
- 2. Contain all services and supports and their funding sources; and**
- 3. Contain complete contingency plans.”**

In June 2011 Pilot Health adjusted the format of our Case Management plan to allow inputting more highly individualized goals, objectives and interventions.

Three Case Management plans per Care Coordinator (for a total of 27) will be reviewed with the Care Coordinator for: (1) client specific, measurable objectives and goals with timeframes; (2) all services and supports and their funding sources; (3) and complete contingency plans. This will be a joint review with the Care Coordinator. This audit/educational training will be completed by May 31, 2012. These audit results will be included in Pilot Health Supervision Notes and Quality Assurance Records.

An additional audit of 9 different Case Management plans will be conducted in 90 days as a follow up. Documentation of this audit will also be maintained in the Quality Assurance Records and supervision notes.

Respectfully submitted,

Virginia Royce, RN, CCM

March 22, 2011